



Data and Privacy File Guides

AppleCare: WeChat Support Transcripts

April 2019

File name WeChat Support Transcript.txt

File description Transcripts between Apple and a customer when using WeChat

Why Apple keeps this information Apple retains this data to provide the customer with follow-up services if the customer initiates another session for a similar issue.

Field Name	Details
Apple Account ID	Apple account identifying number
Conversation Start Time	Time at which the WeChat session started
Conversation End Time	Time at which the WeChat session ended
Customer	The content of WeChat messages sent by the customer
Apple	The content of WeChat messages sent by Apple

